

# newsl ine extra

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*Newsline Extra features time-sensitive information about State Library programs and current news of interest to the Missouri library community.*

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## New online tutorial open for registration

The Missouri State Library is hosting a new online tutorial for library staff. [“Providing Excellent Customer Service in a Multicultural Environment”](#) is a Web-based course library staff can complete from their own desks and at their own pace and schedule. The State Library partnered with the University of North Texas School of Library and Information Sciences to bring this “Library Education @ Desktop” course to Missouri. It is designed to offer high-quality, economical, Internet-delivered continuing education for library professionals and staff. The course can be completed in about two hours.

[“Providing Excellent Customer Service in a Multicultural Environment”](#) will help library staff begin to understand people with different cultural experiences and will allow some guidelines to help serve multicultural customers. This course will introduce staff to the basics of how diversity and culture impact the understanding of and response to multicultural customers. Staff will be able to understand the perspectives that people from different cultures bring to the library experience and to customer service. They will also understand how cultural differences impact customer service and how to apply a number of basic strategies and communication skills to work effectively with multicultural customers. While the content is geared toward public libraries, all types of libraries are eligible to register for this course. Registration is limited to 40 participants and a maximum of three employees from each library or library district.

The course will be available beginning August 7, 2006, and must be completed by August 31, 2006. Registration for the course must be completed by July 31, 2006. It is available to Missouri library staff at no charge, and registration is now open on the [State Library Web site](#). Library staff must be afforded release time to complete the materials without penalty to their personal leave time. The course simply requires a computer, Internet access and some common browser plug-ins.

For additional information, contact Brenda Sites, Missouri State Library continuing education consultant, at 800-325-0131, ext. 13, or [brenda.sites@sos.mo.gov](mailto:brenda.sites@sos.mo.gov).

## Free web seminar on conflict management

[SirsiDynix Institute](#) is offering a free, live, hour-long web seminar on managing conflicts in libraries. Pat Wagner, library consultant and trainer since 1978, will present “Library Conflict Management for Consenting Adults - Turning Enemies into Allies” on July 26, 2006, from 10:00 a.m. – 11:00 a.m. The seminar will be broadcast via the internet and participating is as easy as typing a URL into your Web browser.

The presenter will discuss two simple and effective models for resolving many workplace conflicts as well as ten behavioral issues that are both symptoms and causes of unhealthy workplace conflict—with suggested action for each issue. Registration is available on the

[SirsiDynix Web site](#) along with additional information about computer requirements for Web seminar participants. Space is limited and registration is required.

### **MOBIUS hires new executive director**

Robert Frizzell, chair of the MOBIUS Council and director of libraries at Northwest Missouri State University, announced Beth Fisher as the new executive director of MOBIUS. Fisher replaces George Rickerson, who served as executive director since its beginning in 1998 and is now the associate vice president for administrative applications within the University of Missouri system.

Fisher was most recently the associate director for the information technology acquisitions department at Virginia Polytechnic University with primary duties involving contract negotiation and administration for the university's major software purchases. Prior to this position Fisher managed the cost recovery research center at Virginia Tech, which performed competitive intelligence work and information support services for Virginia companies. For the full press release, visit the [MOBIUS Web site](#).

### **Group offers pain awareness resources**

September is Pain Awareness Month and the [Missouri Pain Initiative](#) is educating the public to become empowered advocates for more effective pain assessment. The Missouri Pain Initiative can provide a bibliography of useful articles and books about pain as well as "Power Over Pain" campaign materials including an action guide on how to ask for and receive effective pain treatment. The Pain Care Bill of Rights can be found on the [American Pain Foundation Web site](#) and may be distributed to patrons. Missouri Pain Initiative volunteers are also available to make free community presentations to educate patrons on practical pain assessment information and increase public awareness. For more information, contact Ann Corley with the Missouri Pain Initiative at (816)525-4739 or [acorley@missouripain.org](mailto:acorley@missouripain.org) or visit their [Web site](#).

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Newsline Extra will be archived for six months on the State Library's Web site at [http://www.sos.mo.gov/library/newsline\\_extra/](http://www.sos.mo.gov/library/newsline_extra/).

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